**Date:** November 11, 2008

**Alert Number:** 0014 — Revised November 17, 2008

**To:** Trading Partners Downloading Provider Electronic Solutions Software Version 2.17

**Re: Downloading and Applying the Upgrade for Provider Electronic Solutions Software Version 2.17**

Trading partners are required to upgrade their Provider Electronic Solutions (PES) software to Version 2.17 before exchanging PES transactions with ForwardHealth interChange. Use the following instructions to download and apply the appropriate PES upgrade:

1. Go to the ForwardHealth Portal at *www.forwardhealth.wi.gov/.*
2. Scroll down to the Trading Partner box on the right-hand side of the screen.
3. Click on **PES**.
4. Right-click on the *eagl0217.zip* link listed on the Provider Electronic Solutions (PES) Information page. Choose Save Target As.
5. A Save As window will open. From the Save In dropdown box, browse until you find the **"wihipaa\upgrades"** folder and save the file there. (The default location for this folder is C:\wihipaa\upgrades and most users will save the file to that location.)
6. Close the PES software if it is open.
7. Click on the **Start** menu on your computer screen and hover over **All Programs**.
8. Locate **WI EDS Provider Electronics Solutions**, hover over it, and choose the **Upgrade** link that appears. Follow the prompts through the upgrade process until the Upgrade text file displays. This file shows the list of enhancements made to the software.
9. Close the Upgrade text file and click **Finish** to complete the upgrade application process.
10. Log into the PES software.
11. Change the Options settings to display your new ForwardHealth nine-digit trading partner ID and ForwardHealth login information.

Trading partners are reminded that they are required to complete authorization testing before they can submit production transactions to ForwardHealth. Authorization testing may be done once Version 2.17 of PES is downloaded.
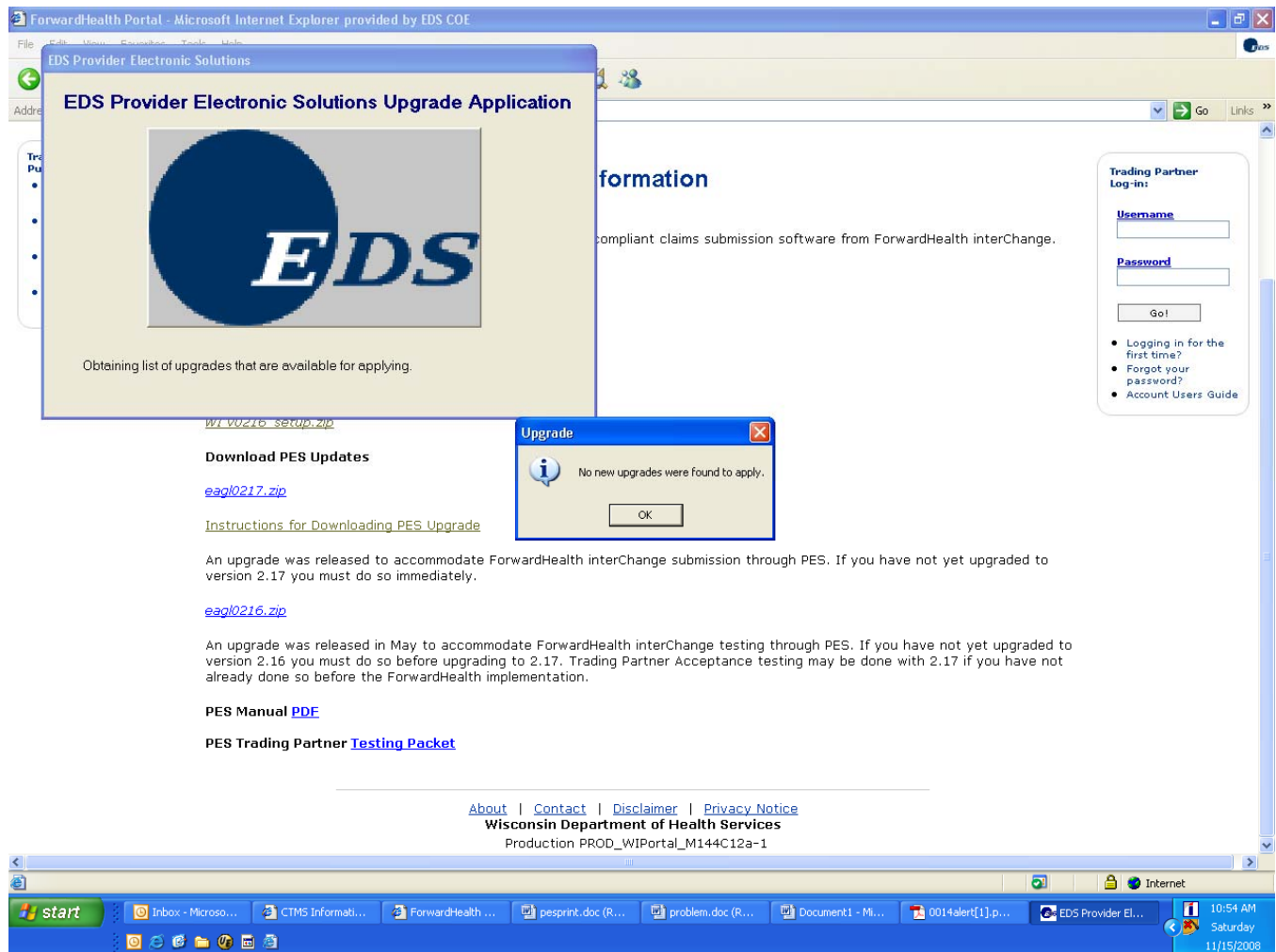
**Informational — Revised November 17, 2008**

## PES Version 2.16

Trading partners who have not downloaded Version 2.16 must download the 2.16 upgrade prior to downloading 2.17. To apply upgrade 2.16, follow steps 1-9 above for the file named **eagl0216.zip**.

## Trouble-Shooting Common Errors During the Upgrade

*No new upgrades were found to apply.*

This issue generally occurs when **eagl0217.zip** has been saved in the wrong location. The upgrade file must be saved in the **upgrades** folder stored with the PES database. The default location of the upgrades folder is C:\wihipaa\upgrades. If the PES database, **winewecs.mdb**, is stored in another folder or on another drive, **eagl0217.zip** must be stored in this other location.

To find the PES database, search for **winewecs.mdb** on all available drives, using the steps below:
1. Click on the **Start** menu and choose **Search**.
2. In the Search Results window, choose **All files and folders**.
3. Type in **winewecs** and run a search.

4.  The search results will tell you where the file is located. (For example, H:\wihipaa.)

Save **eagl0217.zip** in the upgrades folder. In the example above, the upgrades folder would be H:\wihipaa\upgrades.

*Not enough space on temporary disk.*
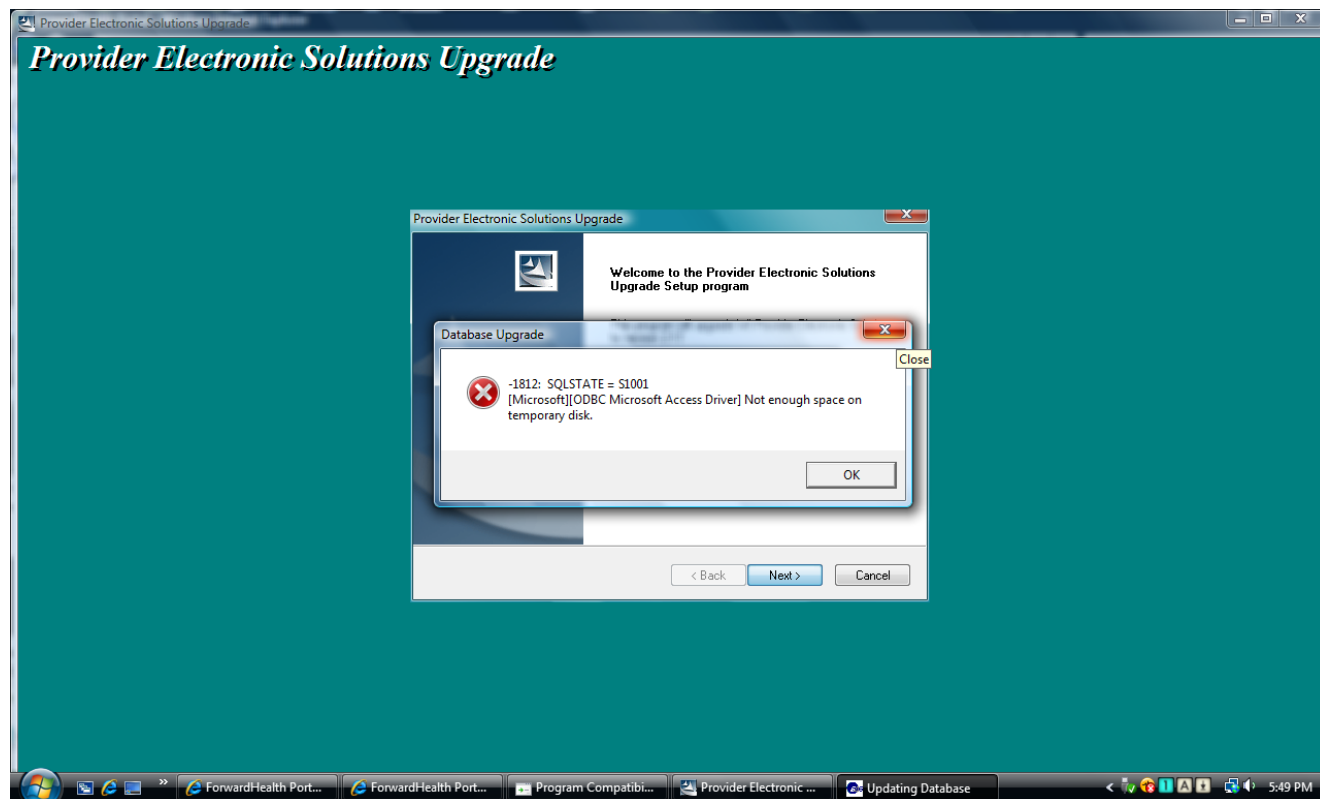


This error generally occurs when a database is too large. To create more space in the PES database, try archiving claims and removing unnecessary entries in lists. Refer to Chapter 15 of the PES Manual for instructions on archiving forms.

*Too many fields defined.*
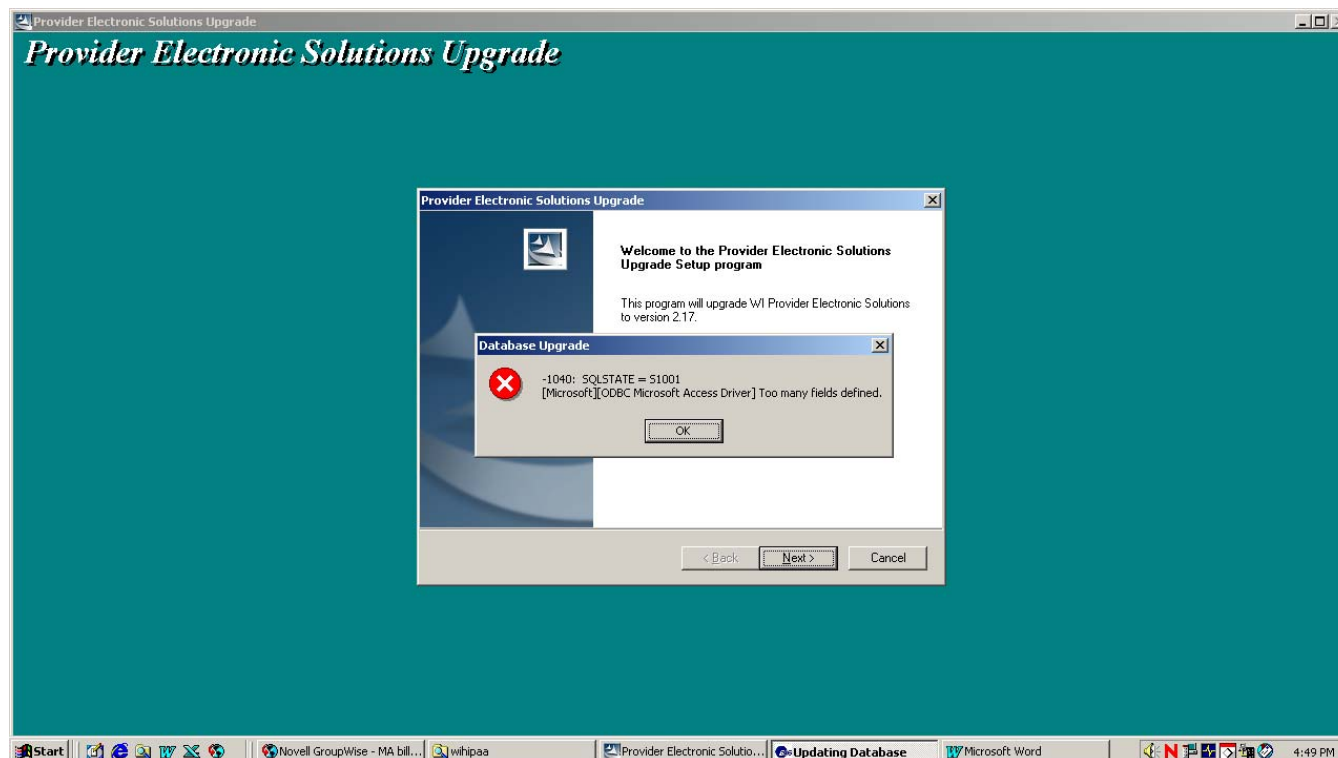


This error generally occurs when the PES user has placed password protection on the PES database, **winewecs.mdb**. Contact local tech support and explain this error. Tech support may be able to temporarily remove the password protection while the upgrade installation runs.

### Help with Provider Electronic Solutions Software

For additional assistance, please call the EDI Helpdesk at (866) 416-4979. The EDI Helpdesk is experiencing high call volumes, so providers are encouraged to use these instructions to download PES upgrades and trouble-shoot the errors listed above. Providers should call if they encounter additional problems.